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## **Submit Nursing Home Institutional Claims using Templates**

### **Frequently Asked Questions (FAQs)**

***Last Updated 04/07/11***

Due to a late discovered system defect this morning the functionality for saving claims, templates, and building batches will not be available today April 7th. They are expecting these functions to be available tomorrow April 8th.

Q: Is there a deadline for claims submitted to be paid by Friday?

A: Deadline for claims to be processed for following week would be by tuesday afternoon.

Q: Can we alphabetize templates?

A: You should be able to alphabetize by the sort feature arrows above the list of templates. I think Gary will go over this.

Q: Is there a report that we can view/print showing a billed/accepted status of our batch?

A: You should be able to save a list of your claims via the "Save to XLS" option on the bottom of the page.

Q: We have tried the "save to XLS" option, and it did not work for us.

A: Mitzi, we will take a look at this and try. We will get back to you on this

Q: How do we bill for "0" days? ie: John Doe d/c'd on April 1st. How do we alert dshs of this? The way I am doing it causes the claim to deny.

A: It used to pay at \$0.00 in the old payment system but in ProviderOne the claim will deny, however it will still need to be billed for the discharge.

Q: When setting up templates if you have more than one employee setting them up will they only be able to be seen by that employee? or can we all see the templates?

A: They can be viewed by anyone with the correct profile under the specific NPI number. These profiles include the Super User, Claims Submitter

Q: Can you send me the link to print this presentation. Thanks

A: Go to <http://www.dshs.wa.gov/pdf/provider/Webinar/SubmitaNHclaimusingtemplates.pdf>

Q: Because admit date, type, and source has no star by it, it is not needed to send the claim or put in the template right? (slide 13)

A: Although this shows not required we do suggest that you still enter this information as it may be needed to process the claim.

Q: Can you post here the address to print out the powerpoint screens?

A: Go to <http://www.dshs.wa.gov/pdf/provider/Webinar/SubmitaNHclaimusingtemplates.pdf>

Q: We bill the week before every monday, should the total claim charge equal only the week amount in our template. (slide 19).

A: No. The total claim charge should equal the total number days billed times (X) your daily rate when building a template. Once you enter the to from dates when building a batch the system will assign those dates to the template and auto calculate the units and total billed amount based on those dates.

Q: In admission source can you use any of the codes or does it have to be a 4?

A: Any of the codes could be used. Choose the most appropriate from the dropdown.

Q: So if you are billing weekly should you put in the weekly billed amount but the whole amount the patient participation?

A: Yes. You should never adjust the monthly participation amount.

Q: Will we get a copy of this webinar as well?

A: The recorded webinar and powerpoint can be found on the Provider Relations Website: <http://www.dshs.wa.gov/provider/> The powerpoint can be located directly at: <http://www.dshs.wa.gov/pdf/provider/Webinar/SubmitaNHclaimusingtemplates.pdf>

Q: How do you split a claim, for instance if a patient is a class 24 for the first 10 days of the month then transfers to a class 20. do we do it from our view claim window?

A: You would have to adjust the claim if we paid it for the whole month at one class code. You can edit a template to update the class code then create a second template for the other class code. You can then created a template batch to cover the first part and second part using a bi-weekly date of service span. It may be easier to create an individual claim for each half using the same template and not include this claim in a batch.

Q: Why do we have to enter a comment on a denied claim with a code of MA04-when the insurance noted is only a Part D plan

A: You should contact our coordination of benefits office for this issue.

Q: Do I enter the weekly rate in the template if I bill weekly.

A: No. You will want to keep the rate your assigned daily rate. If you mean total claim charge then yes enter that amount on the template.

Q: Can Insurance Comments Be Saved In Template.

A: Yes you should be able to save the claim comments on the templates.

Q: At which part of this process do you edit the claim before submission? e.i. a one time participation change, after building the batch.

A: You will need to change the value code in the template before creating the batch.

Q: When registering, the system asks for the name of software, what would that be?

A: This presentation was directed towards providers that will be billing through the direct data entry. If this is the way that you are going to bill there is not need to enter any software information. If you have a practice management system that will upload to ProviderOne you will need to contact our eHIPAA office at [hipaa-help@dshs.wa.gov](mailto:hipaa-help@dshs.wa.gov).

Q: In the template for the total units do I use 7 units at 7 days rate or do I put 30 units x rate. Again I bill weekly.

A: You can use any valid combination of dates and totals for the template. The system will automatically recalculate the total units and total claim charge based on the date range you used when building your batch

Q: How do we print a claim detail.

A: ProviderOne does not allow you to print out the details page, but you could print out your template prior to submission.

Q: One other question. When I process a batch, can I go in and change one templates dates? i.e. We bill for 7 days, but if a patient is only residing for 3 of those 7 can I change it then?

A: Yes you should be able to do this but you must change it before submitting the batch of templates as claims.

Q: Is there a way to print the claim batch to review all the participations before finish submitting?

A: Not at this time.

Q: Editing: After creating a batch, you have one claim that needs a date change, can you edit it within that same batch?

A: Yes, but you must do the edit before submitting the batch as claims.

Q: We are experiencing an apparent "defect" when trying to build templates for certain facilities that have recently changed ownership. We receive an "invalid NPI#" error message. Any idea when this will be fixed?

A: This appears to be a problem with your provider files in the system. Please contact Provider Enrollment at 800-562-3022 ext 16137.